

Maine Department of Health and Human Services

Integrated Quarterly Crisis Report

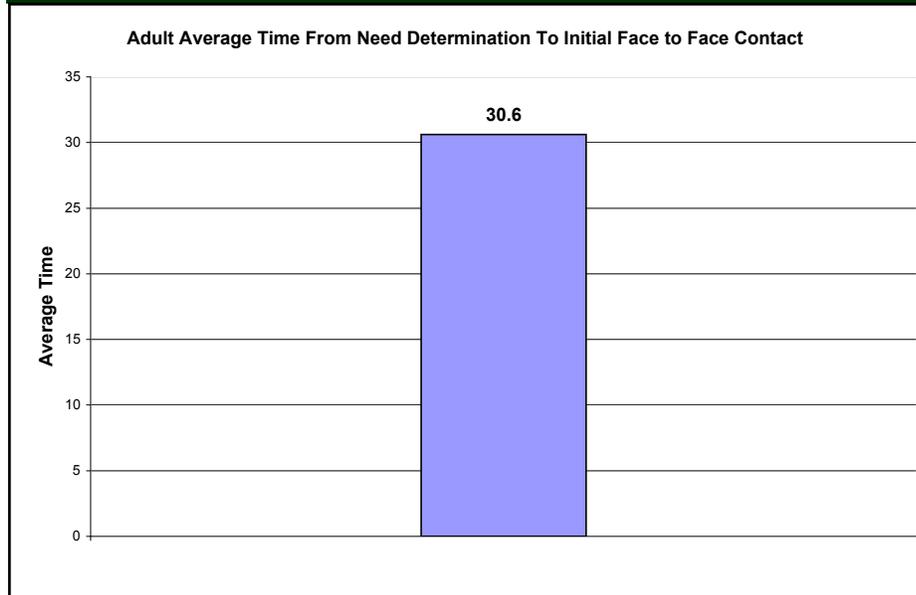
STATEWIDE with GRAPHS

Quarter 2 (October, November, December) SFY 2011

I. Consumer Demographics (Unduplicated Counts - Face to Face)									
Gender	Children	Males	666	Females	632				
	Adults	Males	1806	Females	2009				
Age Range	Children	<5y.o.	9	5-9	793	10-14	559	15-17	575
	Adults	18-21	432	22-35	1190	36-60	1828	61 & Older	341
Payment Source	Children	MaineCare	955	Private Ins.	298	Uninsured	40	Medicare	1
	Adults	MaineCare	2172	Private Ins.	609	Uninsured	666	Medicare	391
II. Summary of All Crisis Contacts									
a. Total number of telephone contacts.						CHILDREN		ADULT	
						6834		28242	
b. Total number of all INITIAL face to face contacts.						1355		3977	
c. Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER						87			
d. Number of face to face contacts that are ongoing support for crisis resolution/stabilization.						238		821	
III. Initial Crisis Contact Information									
a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with the individual was used.						125	9%	502	12.6%
b. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT,TCM).						456	34%	1102	27.7%
c. Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis.						441	97%	1036	94.0%
d. SUM TOTAL time in minutes for all INITIAL face to face contacts in II.b. from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact.								121761	30.6
e. Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact.								2009	93.4%
f. Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact.								1806	98.9%
CHILDREN ONLY: Time from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact									
Less than 1 hour	714	1 to 2 hours	317	2 to 4 hours	234	More than 4 hours	82		
	53%		23%		17%		6%		
CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis :									
Less than 3 hours	1059	3 to 6 hours	217	6 to 8 hours	26	8 to 14 hours	22	More than 14 hours	20
	78%		16%		2%		2%		1%
IV. Site of Initial Face to Face Contacts									
Number of face to face contacts seen in :						CHILDREN		ADULT	
a. Primary Residence (Home)						256	19%	409	10.3%
b. Family/Relative/Other Residence						4	0%	14	0.4%
c. Other Community Setting (Work, School, Police Dept., Public Place)						129	10%	111	2.8%
d. SNF, Nursing Home, Boarding Home						0	0%	22	0.6%
e. Residential Program (Congregate Community Residence, Apartment Program)						17	1%	31	0.8%
f. Homeless Shelter						5	0%	11	0.3%
g. Provider Office						19	1%	96	2.4%
h. Crisis Office						290	21%	850	21.4%
i. Emergency Department						625	46%	2150	54.1%
j. Other Hospital Location						8	1%	167	4.2%
k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility)						2	0%	116	2.9%
NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts						Sec. IV Total		1355	100%
								3977	100%
V. Initial Crisis Resolution (Mutually Exclusive & Exhaustive)									
Number of face to face contacts that resulted in:						CHILDREN		ADULT	
a. Crisis stabilization with no referral for mental health/substance abuse follow-up						95	7%	261	6.6%
b. Crisis stabilization with referral to new provider for mental health/substance abuse follow-up						258	19%	706	17.8%
c. Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up						540	40%	1184	29.8%
d. Admission to Crisis Stabilization Unit						208	15%	643	16.2%
e. Inpatient Hospitalization-Medical						7	1%	84	2.1%
f. Voluntary Psychiatric Hospitalization						244	18%	804	20.2%
g. Involuntary Psychiatric Hospitalization						3	0%	215	5.4%
h. Admission to Detox Unit						0	0%	80	2.0%
NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts						Sec. V Total		1355	100%
								3977	100%

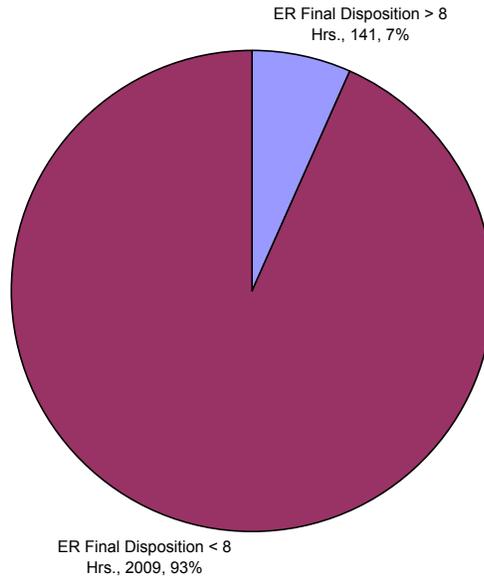
ADULTS ONLY

Adult AMHI CONSENT DECREE FEEDBACK REPORT		
No.	Result	STANDARD
IV.35	26%	No more than 20-25% of face to face contacts result in Psychiatric Hospitalization.
IV.36	30.6 Average Minutes	90% of Crisis Phone Calls Requiring Face to Face Assessments are responded to within an average of 30 minutes from the end of the phone call.
IV.37	96%	90% of all Face to Face Assessments Result in Resolution for the Consumer Within 8 Hours of Initiation of the Face to Face Assessment.
IV.38	94%	90% of all Face to Face Contacts in which the client has a Community Support Worker, the Worker is notified of the crisis.

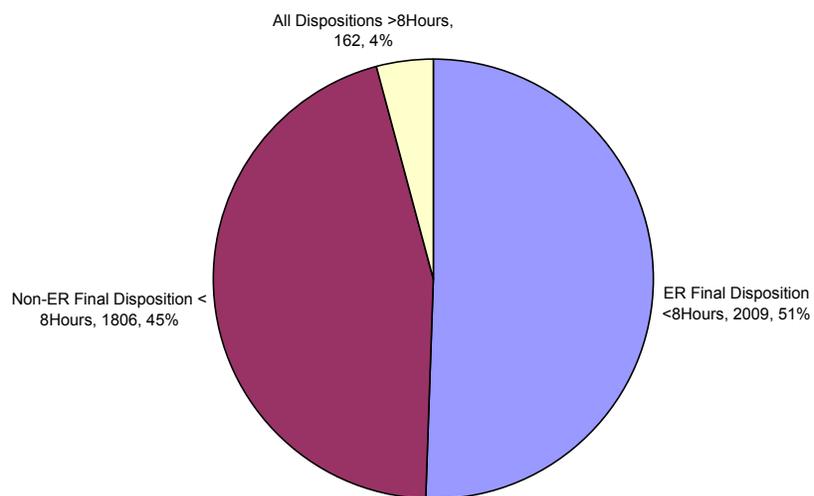


ADULTS ONLY

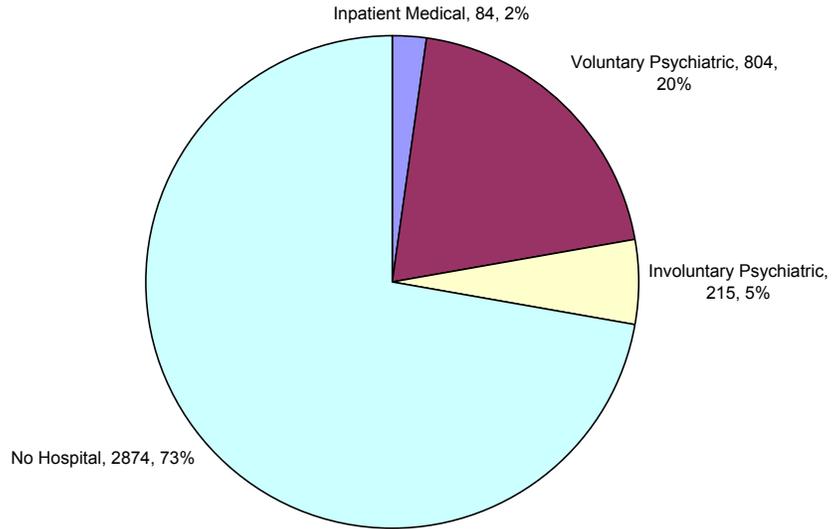
Adult Emergency Room Disposition Within 8 Hours



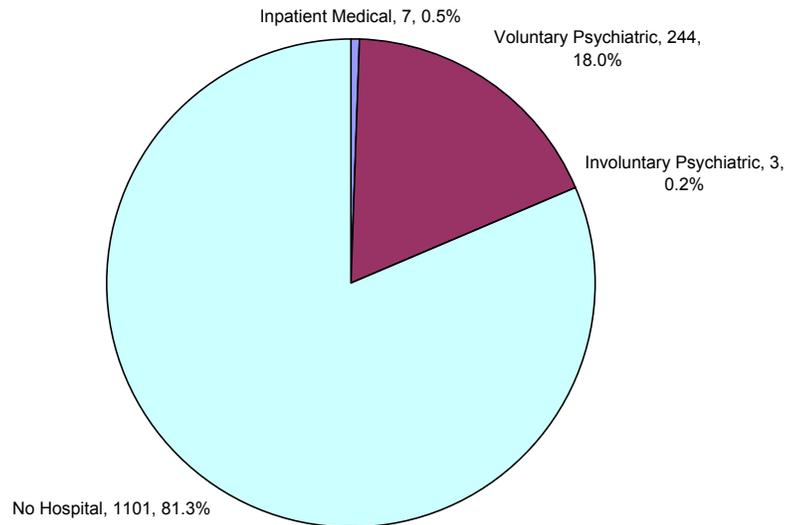
Adult Dispositions Within 8 Hours By Site



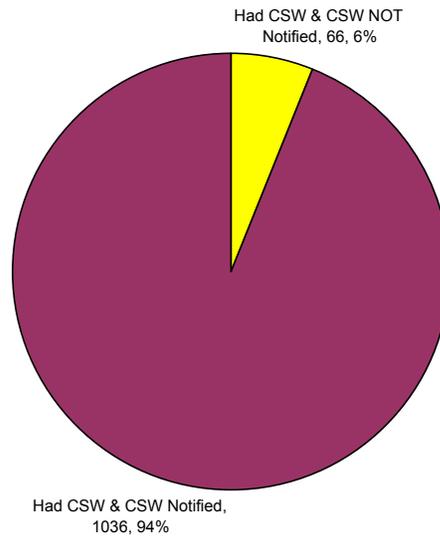
Adult Initial Contacts Hospitalized



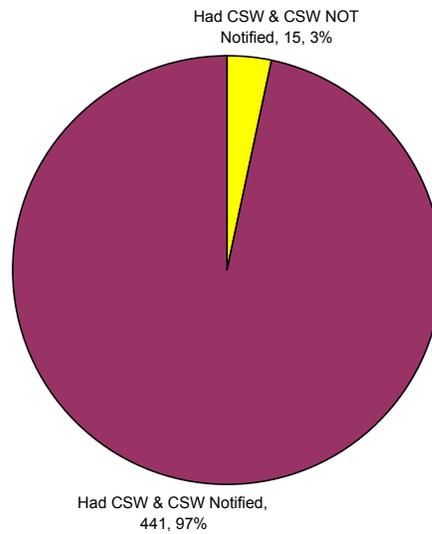
Children Initial Contacts Hospitalized



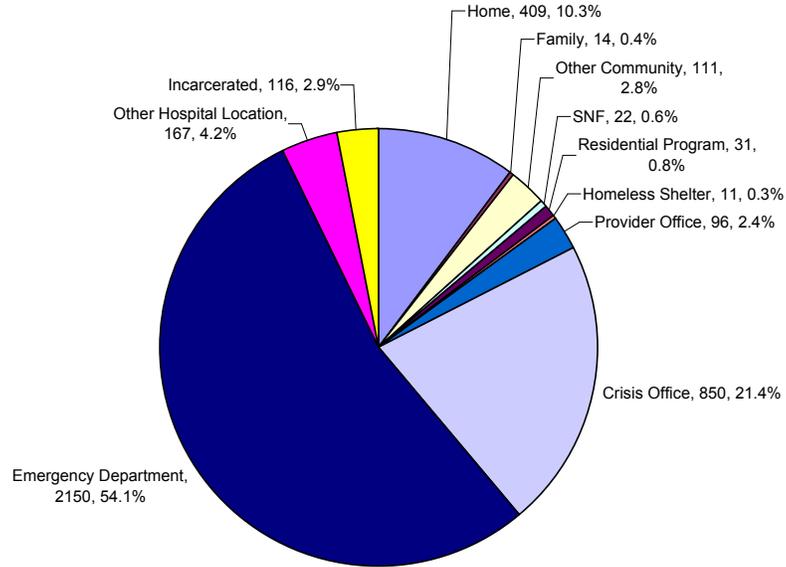
**Adult Initial Face to Face Contacts in Which the Client has a CI Worker
& The Worker is Notified of the Crisis**



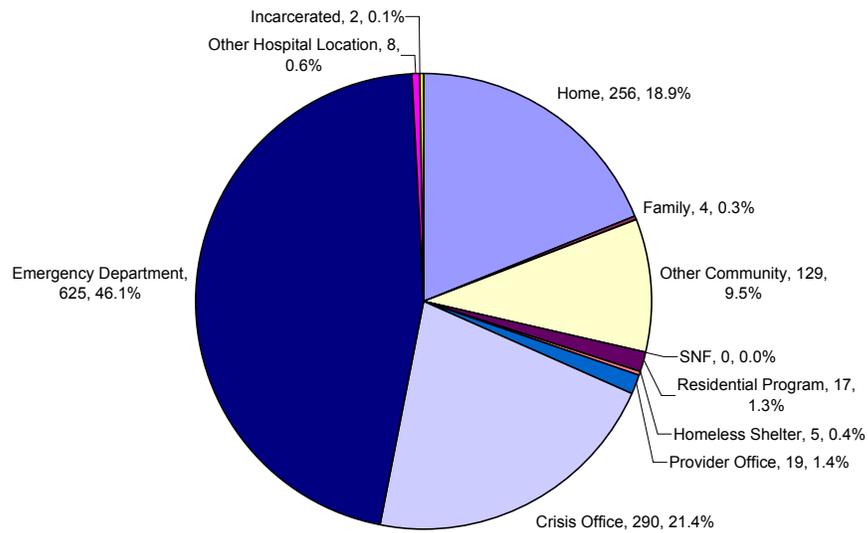
**Children Initial Face to Face Contacts in Which the Client has a CI Worker & The
Worker is Notified of the Crisis**



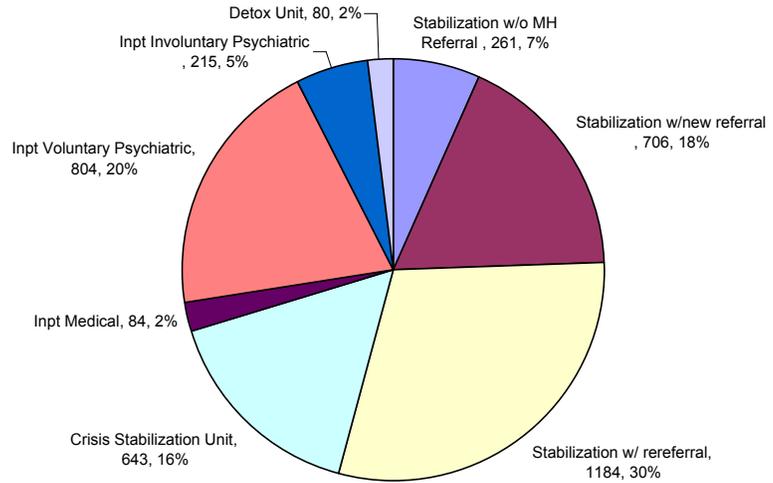
Adult Site of Initial Face To Face Contact



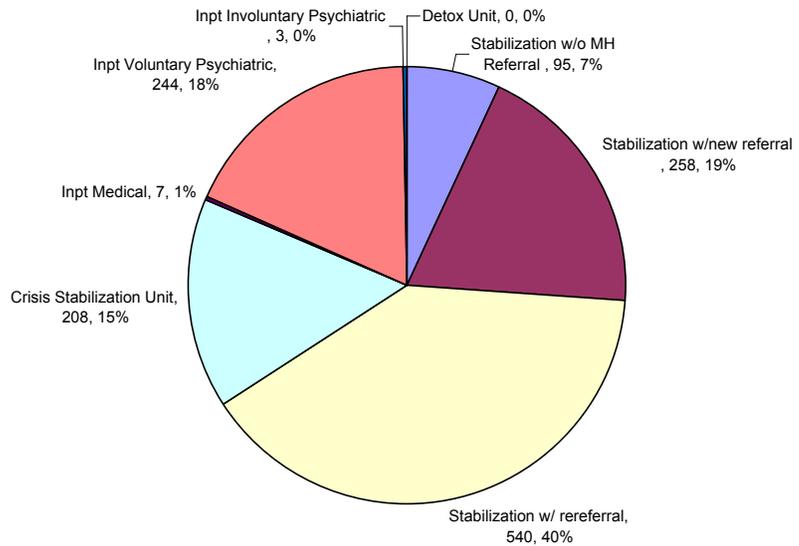
Children Site of Initial Face To Face Contact



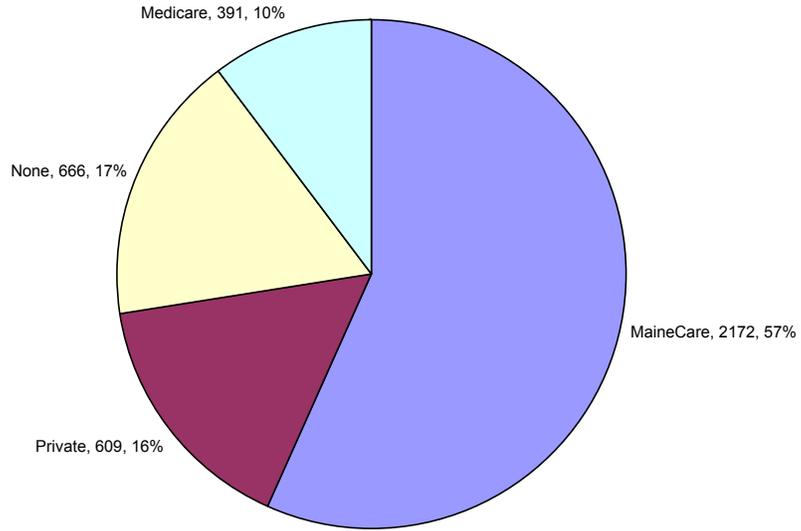
Adult Initial Crisis Resolution



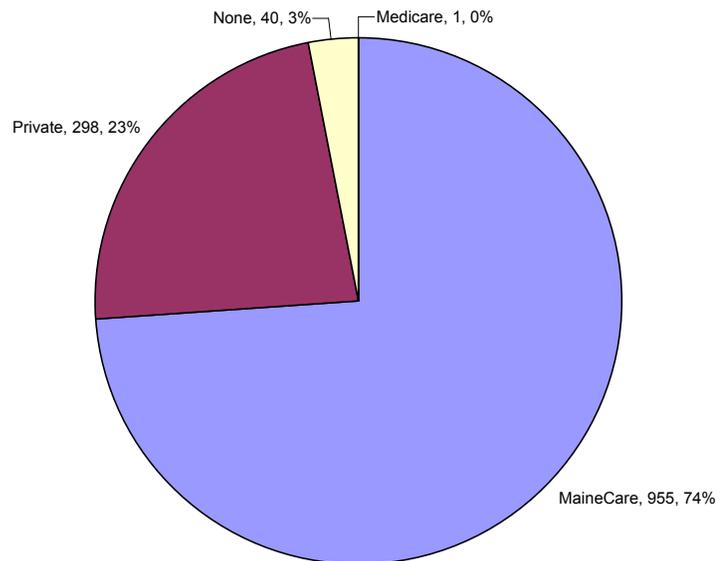
Children Initial Crisis Resolution



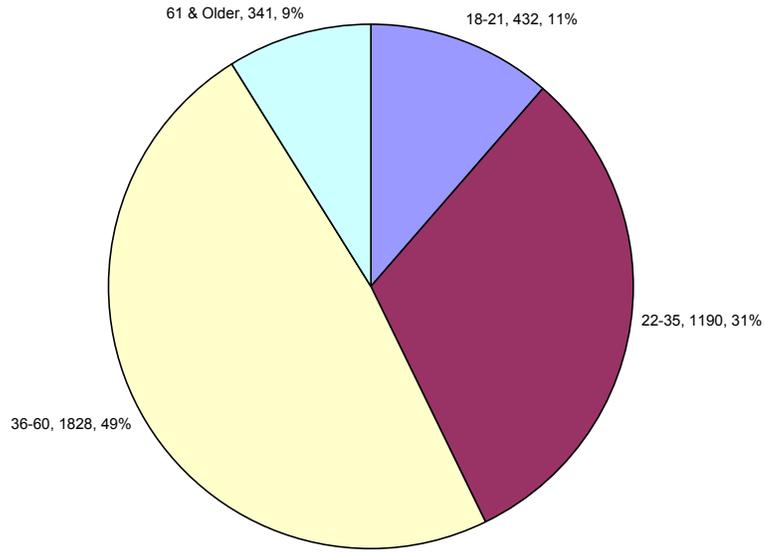
Percentage of Adults Served By Payment Source



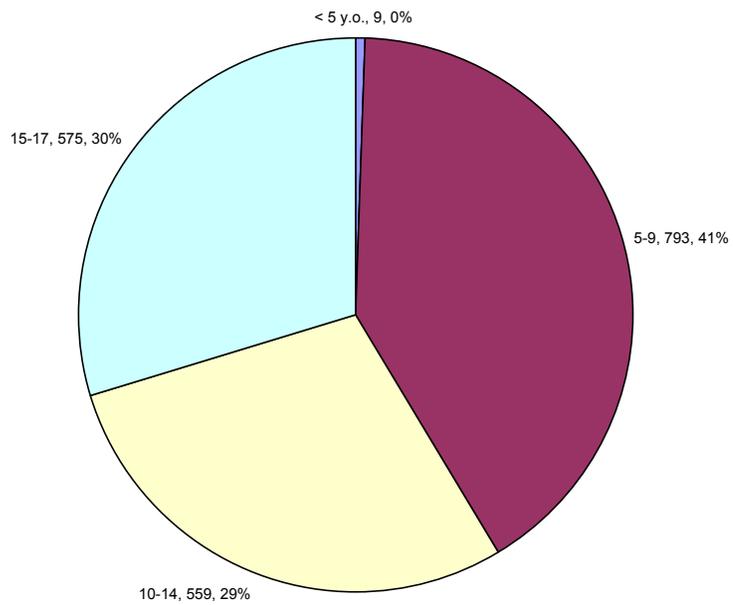
Percentage of Children Served By Payment Source



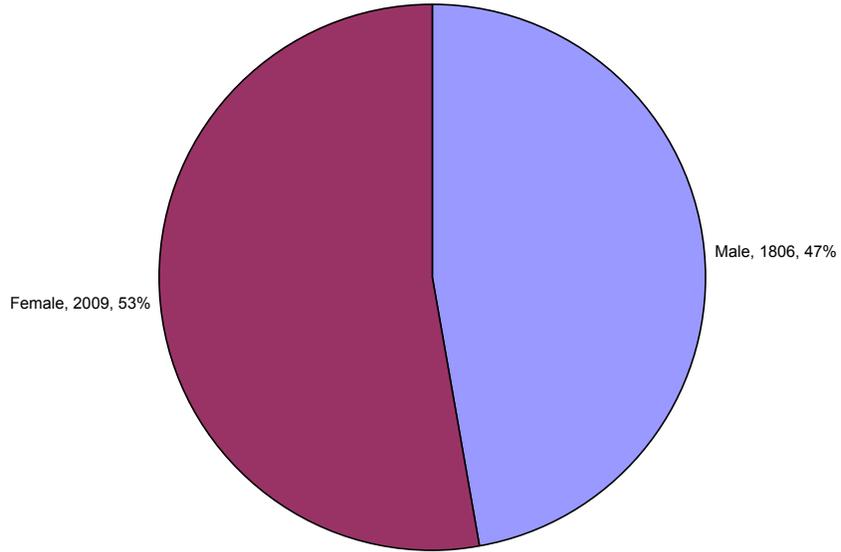
Percentage of Adults Served By Age Cohort



Percentage of Children Served By Age Cohort



Percentage of Adults Served By Gender



Percentage of Children Served By Gender

